

Position Title: Medical Assistant (MA) - Full Time

Responsible To: Clinical Site Supervisor

Position Summary:

Provident Behavioral Health, a St. Louis based behavioral health agency with a rich history of serving the community since 1860, is proud to meet its mission of “Building brighter futures through exceptional behavioral health services, especially for those with the greatest need.” The Medical Assistant (MA) will primarily work alongside Provident’s Psychiatric Mental Health Nurse Practitioners (PMHNP)/Advanced Practice Registered Nurses (APRN) in the Psychiatric Services department at Provident and provide front office administrative duties for both the Psychiatric Services and Counseling departments. The MA will assist adult and youth clients with behavioral health issues seeking psychiatric and counseling services. The MA is responsible for coordinating client care, scheduling appointments, checking clients in and out, taking vitals (ex. manual blood pressure and pulse, height, weight, waist circumference, temperature, blood glucose), assisting with insurance pre-authorization, client charting, collecting copays and fees, general office management duties, and caseload management of clients. The MA will work out of one or more Provident office sites in the St. Louis metro area. This position will also serve as member on the agency’s Safety Team.

Job Requirements and Qualifications:

Minimum Required Education:

- High School Diploma or GED
- Successful completion of a Medical Assistant training program or Certified Nursing Assistant training program required.

Minimum Required Experience:

- Experiencing taking vitals and charting in medical records
- Medical billing and coding experience

Preferred Education:

- Associate’s Degree in Medical Assisting
- Medical Billing & Coding certification or training
- Coursework or training in mental illness and behavioral health issues

Preferred Experience:

- Experience in an outpatient, behavioral health setting
- Experience completing preauthorization with insurance companies

Licenses/Certifications:

- Must obtain Certified Medical Assistant (CMA) certification or Certified Nursing Assistant (CNA) certification within first year of hire.

Other Skills Required:

- Excellent organizational and interpersonal skills, with a friendly, professional, customer-service demeanor required.
- Ability to effectively communicate and interact with individuals involved in all aspects of programming - children, parents, others involved in the client’s care, grantors, funders, partner agencies, members of the community and Provident team members.
- Ability to maintain strict client confidentiality.
- Knowledge of medical terminology and CPT coding
- Excellent organizational skills, including the ability to work productively and make decisions.
- Proficient in using Microsoft Office applications (Microsoft Word, Excel, and PowerPoint).
- Serves as a representative of Provident, displaying courtesy, tact, consideration and discretion in all interactions with Provident team members, clients, school system staff and faculty, grantors, funders, regulators and members of the general public.
- Accurate measurement and documentation of vital signs.

Supervisory Responsibilities:

- None

Fiscal Responsibilities:

- None

Working Conditions / Environment:

- Work hours are Monday through Friday and align with Psychiatric Services and Counseling department hours when clients are seen.
- The noise level in the work environment is usually low. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand, walk, and sit. The employee is occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, or crouch.

Essential Duties and Responsibilities:

- Work with youth and adult clients presenting with behavioral health issues.
- Measuring vital signs such as manual blood pressure and pulse, height, weight, waist circumference, temperature, blood glucose, and recording information in the client's Electronic Health Record (EHR), immediately notifying PMHNP of any out of normal ranges.
- Greet clients and their family/friends; escort to consult rooms; and assist clients with the completion of paperwork and assessment forms.
- Interview clients, gathering and noting/entering any changes in their health history and pharmacy; and ensure an accurate list of all current OTC and prescribed medications/vitamins/supplements and allergies and inquire and note/enter the pregnancy/nursing status for all female clients.
- Manage medication refill requests and call in refills, as appropriate and approved by PMHNP
- Obtain preauthorization from insurance companies for medications prescribed by PMHNP
- Evaluate psychiatric services provided to determine appropriate CPT coding to maximize billing efficiency and accuracy.
- Coordinating client care: scheduling appointments, linking with referrals, responding to client phone calls, scheduling follow-up services, coordinating discharge planning, and communicating with pharmacies and insurance companies
- Responsible for timely and accurate completion of records in EHR, including progress notes, collateral notes, outcome measures, and billing entries.
- Maintain and protect confidentiality and security of all organizational information gained in the course of performing job responsibilities, including but not limited to, financial and client information.
- Maintain a clean, organized work environment to provide comfortable and professional client care.
- Maintain compliance with HIPAA privacy and security standards
- Actively participate in all agency and department education, training, and in-services to confirm understanding of new information or changes to established clinical policies and procedures
- Actively participate in team meetings and supervision.
- Records all services performed for accurate billing for services provided in compliance with all local, state and federal laws, as well as payor rules and regulations.
- Submits billing documents in a timely fashion.
- Serve as a safety team member, participating in quarterly team meetings, completing monthly safety reporting, evaluating the environment of care for possible safety concerns, ensuring infection prevention and control practices are followed, providing education and training to colleagues on safety policies and procedures, and additional safety related projects and assignments.
- Additional duties, as assigned.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

To apply, please send your resume and cover letter to:

Email: jobs@providentstl.org

US Mail: Provident, Inc.
2650 Olive Street
St. Louis, MO 63103
Attn: Human Resources